

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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Assignee: Siebel Systems, Inc.  
Title: SERVICE REQUEST COMMON OBJECT  
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**AMENDMENT AND REMARKS ACCOMPANYING**  
**REQUEST FOR CONTINUED EXAMINATION**

Dear Sir:

This paper and the accompanying Request for Continued Examination (RCE) are being submitted in response to the Notice of Allowance dated **July 19, 2010**, having a shortened statutory period set to expire on **October 19, 2010**. Further examination and reconsideration are respectfully requested in view of the following amendments and remarks.

No amendments to the specification or drawings are presented in this paper.

**Amendments to the claims begin on page 2 of this paper.**

**Remarks begin on page 17 of this paper.**

## AMENDMENTS TO THE CLAIMS

1. **(Currently Amended)** A method in a computing system for managing a service request, the method comprising:

- creating a service request within a first source system, wherein
  - the first source system detects a problem requiring service,
  - the service request is created in response to the detecting, and
  - the service request is created prior to a target system creating a customer-based service request in response to a customer report of the problem;
- extracting service request information in a first source format associated with the first source system, wherein
  - the service request information in the first source format is extracted at least in part from the service request;
- creating a service request object comprising the service request information in the first source format, wherein
  - the first source system and the target system reference the service request object during a course of a resolution of the service request;
- converting the service request information in the first source format into first service request information in an intermediate format; ~~[[and]]~~
- converting the first service request information in the intermediate format into service request information in a target format, wherein
  - the target format is associated with the target system;
- extracting service request information in a second source format ~~[[that]]~~ , wherein
  - the second source format is associated with a second source system ~~that is~~ , and
  - the second source system is distinct from the first source system;
- converting the service request information in the second source format into second service request information ~~that is~~ in the intermediate format; and
- integrating the first service request information in the ~~first source~~ intermediate format and the second service request information in source format into the intermediate format, wherein

the integrating is **performed** prior to the converting the first service request information in the intermediate format into **the service request information in** the target format.

2. (Previously Presented) The method of claim 1, further comprising:  
using the service request information in the target format to perform at least one computer-implemented act comprising:  
displaying at least part of the service request in the target format, in response to the customer report of the problem.

3. (Canceled)

4. (Canceled)

5. (Previously Presented) The method of claim 1, wherein the service request object comprises a hierarchy of data components comprising a plurality of service request components, wherein each of the plurality of service request components comprises one or more of:

- a service request common ID component;
- a service request base data component;
- a related parent area component;
- a related root area component;
- a related contract component;
- a list of related contacts component;
- a list of related account component;
- a list of related owner component;
- a status data component;
- a related product component for defining internal and external products;
- a related installed product component for defining customer assets;
- a related business unit component; a list of related activity component; and
- a service request custom data component.

6. (Previously Presented) The method of claim 5, wherein the service request base data component comprises one or more of:

- an abstract component for summarizing the service request;
- a channel source code component;
- a closed date component for defining when the service request is closed;
- a commit time component;
- a description component;
- a service request number component; and
- a reported date component.

7. (Previously Presented) The method of claim 5, wherein the related parent area component comprises a parent area component, wherein

the parent area component comprises one or more of:

- a functional area common ID component;
- a base data component that can comprise a functional area name component;
- a list of related sub-areas component that can comprise any number of related sub-area components; and
- a functional area custom data component.

8. (Previously Presented) The method of claim 5, wherein the related root area component comprises a common ID for functional area.

9. (Currently Amended) The method of claim 5, wherein the related contract component comprises one or more of:

a contract common ID component; **and**

a contract base data component, wherein

**the** contract base data component comprises one or more of:

- a related contract description component;
- an effective-to date component;
- a type code component;
- a contract number component;
- an effective-from date component;

- a response code component;
- a response time component; and
- a related contract custom data component.

10. (Previously Presented) The method of claim 5, wherein the list of related contact component comprises a plurality of related contact components, wherein each of the plurality of related contact components comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

11. (Previously Presented) The method of claim 5, wherein the list of related account component comprises a plurality of related account components, wherein each of the plurality of related account components comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a party base data component; and

a related contact custom data component.

12. (Previously Presented) The method of claim 5, wherein the list of related owner component comprises a plurality of related owner components, wherein each of the plurality of related owner components comprise one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

13. (Previously Presented) The method of claim 5, wherein the status data component comprises one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

14. (Previously Presented) The method of claim 5, wherein the related product component comprises one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;

- a list of related inventory location component;
- a list of related product component;
- a list of related business unit component; and
- a product custom data component.

15. (Previously Presented) The method of claim 5, wherein the related installed product component comprises one or more of:

- a common ID of an installed product component;
- an installed product base data component;
- a related parent installed product component;
- a pricing data component;
- a related product component a list of related party component;
- a list of related order component;
- a related inventory location component;
- a related business unit component;
- a list of attribute component;
- a custom data component; and
- a list of related installed product component, wherein
  - the list of related installed product component comprises one or more of:
    - an external product ID component;
    - an external product base data component;
    - an external product sales data component;
    - an external product configuration data component;
    - an external product related product line component;
    - an external product list of price type component;
    - an external product list of related inventory location component;
    - an external product list of related product component;
    - an external product list of related business unit component; and
    - an external product custom data component.

16. (Previously Presented) The method of claim 5, wherein the related business unit component comprises a related business unit common ID.

17. (Previously Presented) The method of claim 5, wherein the list of related activity component comprises a plurality of related activity components, wherein each of the plurality of related activity components comprise one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

18. **(Currently Amended)** One or more non-transitory computer-readable storage mediums carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:

- creating a service request within a first source system, wherein
  - the source system detects a problem requiring service,
  - the service request is created in response to the detecting, and
  - the service request is created prior to a target system creating a customer-based service request in response to a customer report of the problem;
- extracting service request information in a first source format associated with the source system, wherein
  - the service request information **in the first source format** is extracted **at least** in part from the service request;



creating a service request object comprising the service request information in the first source format, wherein  
the first source system and the target system reference the service request object during a course of a resolution of the service request;  
converting the service request information in the first source format into first service request information in an intermediate format; [[and]]  
converting the first service request information in the intermediate format into service request information in a target format, wherein  
the target format is associated with the target system;  
extracting service request information in a second source format [[that]] , wherein  
the second source format is associated with a second source system ~~that is~~ , and  
the second source system is distinct from the first source system;  
converting the service request information in the second source format into second service request information ~~that is~~ in the intermediate format; and  
integrating the first service request information in the ~~first source~~ intermediate format and the second service request information in source format into the intermediate format, wherein  
the integrating is performed prior to the converting the first service request information in the intermediate format into the service request information in the target format.

19. (Previously Presented) The one or more non-transitory computer-readable storage mediums of claim 18, further comprising:

using the service request information in the target format to perform at least one computer-implemented act comprising:

displaying at least part of the service request in the target format, in response to the customer report of the problem.

20. (Currently Amended) A system, comprising:  
one or more processors; and

one or more non-transitory computer-readable storage mediums coupled to the one or more processors, wherein

the one or more non-transitory computer-readable storage mediums ~~comprises~~

comprise computer instructions that when executed cause the one or more processors to perform:

creating a service request within a first source system, wherein

the first source system detects a problem requiring service,

the service request is created in response to the detecting, and

the service request is created prior to a target system creating a

customer-based service request in response to a customer

report of the problem,

extracting service request information in a first source format associated

with the first source system, wherein

the service request information in the first source format is

extracted at least in part from the service request,

creating a service request object comprising the service request

information in the first source format, wherein

the first source system and the target system reference the service

request object during a course of a resolution of the service

request,

converting the service request information in the first source format into

first service request information in an intermediate format, [[and]]

converting the first service request information in the intermediate format

into service request information in a target format, wherein

the target format is associated with the target system [[;]] ,

extracting service request information in a second source format [[that]] ,

wherein

the second source format is associated with a second source

system that-is , and

the second source system is distinct from the first source system

[[;]] ,

converting the service request information in the second source format into second service request information ~~that is~~ in the intermediate format [[;]] , and

integrating the first service request information in the ~~first source~~ intermediate format and the second service request information in source format into the intermediate format, wherein

the integrating is performed prior to the converting the first service request information in the intermediate format into the service request information in the target format.

21. (Previously Presented) The system of claim 20, wherein the service request object comprises a hierarchy of data components comprising a plurality of service request components, wherein each of the plurality of service request components comprises one or more of:

- a service request common ID component;
- a service request base data component;
- a related parent area component;
- a related root area component; a related contract component;
- a list of related contacts component;
- a list of related account component;
- a list of related owner component;
- a status data component;
- a related product component for defining internal and external products;
- a related installed product component for defining customer assets;
- a related business unit component;
- a list of related activity component; and
- a service request custom data component.

22. (Previously Presented) The system of claim 21, wherein the service request base data component comprises one or more of:

an abstract component for summarizing the service request;  
a channel source code component;  
a closed date component for defining when the service request is closed;  
a commit time component;  
a description component;  
a service request number component; and  
a reported date component.

23. (Previously Presented) The system of claim 21, wherein the related parent area component comprises a parent area component, wherein the parent area component comprises one or more of:

a functional area common ID component;  
a base data component that can comprise a functional area name component;  
a list of related sub-areas component that can comprise any number of related sub-area components; and  
a functional area custom data component.

24. (Previously Presented) The system of claim 21, wherein the related root area component comprises a common ID for functional area.

25. (Currently Amended) The system of claim 21, wherein the related contract component comprises one or more of:

a contract common ID component; and  
a contract base data component, wherein contract base data component comprises one or more of:  
a related contract description component;  
an effective-to date component;  
a type code component;  
a contract number component;  
an effective-from date component;  
a response code component;  
a response time component; and

a related contract custom data component.

26. (Previously Presented) The system of claim 21, wherein the list of related contact component comprises a plurality of related contact components, wherein each of the plurality of related contact components comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

27. (Previously Presented) The system of claim 21, wherein the list of related account component comprises a plurality of related account components, wherein each of the plurality of related account components comprises one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a party base data component; and
- a related contact custom data component.

28. (Previously Presented) The system of claim 21, wherein the list of related owner component comprises a plurality of related owner components, wherein each of the plurality of related owner components comprise one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

29. (Previously Presented) The system of claim 21, wherein the status data component comprises one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

30. (Previously Presented) The system of claim 21, wherein the related product component comprises one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;
- a list of related inventory location component;

- a list of related product component;
- a list of related business unit component; and
- a product custom data component.

31. (Previously Presented) The system of claim 21, wherein the related installed product component comprises one or more of:

- a common ID of an installed product component;
- an installed product base data component;
- a related parent installed product component;
- a pricing data component;
- a related product component a list of related party component;
- a list of related order component;
- a related inventory location component;
- a related business unit component;
- a list of attribute component;
- a custom data component; and
- a list of related installed product component, wherein
  - the list of related installed product component comprises one or more of:
  - an external product ID component;
  - an external product base data component;
  - an external product sales data component;
  - an external product configuration data component;
  - an external product related product line component;
  - an external product list of price type component;
  - an external product list of related inventory location component;
  - an external product list of related product component;
  - an external product list of related business unit component; and
  - an external product custom data component.

32. (Previously Presented) The system of claim 21, wherein the related business unit component comprises a related business unit common ID.

33. (Previously Presented) The system of claim 21, wherein the list of related activity component comprises a plurality of related activity components, wherein each of the plurality of related activity components comprises one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

34. (Currently Amended) The method of claim 1, wherein the service request ~~information~~ comprises a report of a loss of a service for the customer.



**REMARKS**

Claims 1-2 and 5-34 are pending.

Claims 1, 9, 18, 20, 25, and 34 have been amended.

**Allowable Subject Matter**

Applicants thank the Examiner for the indication of allowable subject matter. Further, Applicants respectfully submit that the amendments to claims 1, 9, 18, 20, 25, and 34 introduce no new matter. These claims have been amended to provide clarification and to address grammatical informalities. Thus, Applicants respectfully submit that these claims continue to be in condition for allowance.

CONCLUSION

In view of the amendments and remarks set forth herein, the application and the claims therein are believed to be in condition for allowance without any further examination and a notice to that effect is solicited. Nonetheless, should any issues remain that might be subject to resolution through a telephonic interview, the Examiner is invited to telephone the undersigned.

If any extensions of time under 37 C.F.R. § 1.136(a) are required in order for this submission to be considered timely, Applicants hereby petition for such extensions. Applicants also hereby authorize that any fees due for such extensions or any other fee associated with this submission, as specified in 37 C.F.R. § 1.16 or § 1.17, be charged to Deposit Account 502306.

Respectfully submitted,



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